

Lean Six Sigma Project Charter

Project Information

Project Name Inspection Report Time Reduction

Department/Agency Toxic Substances Control, Enforcement and Emergency Response Division / Cal EPA

GB/BB Candidate Shawn Cox

Champion Adam Palmer

Process Owner Adam Palmer

MBB Coach

Executive Sponsor Keith Kihara

Project Overview

Problem Statement

DTSC regulates the generation, transportation, treatment, storage, and disposal of hazardous wastes. DTSC monitors compliance with State and Federal hazardous waste requirements by conducting inspections. Specifically, California Health and Safety Code (H&SC) Division 20, Chapter 6.5, section 25185 provides DTSC's authority to conduct inspections, conduct sampling activities, inspect and copy documents, and take photographs at sites or establishments where hazardous wastes are stored, handled, processed, treated, or disposed.

H&SC section 25185(2)(A) states that "The department or the local officer or agency shall provide a copy of the inspection report to the operator within five days from the date of the preparation of the inspection report, and, in any event, not later than 65 days from the date of the inspection".

In 2014, 85% of the inspection reports were submitted to the operator within the 65-day timeframe. In 2015, 80% of the inspection reports were submitted within the 65-day timeframe. Through June of 2016, 86% of the inspection reports were submitted within the 65-day timeframe. DTSC's goal is to submit 95% of inspection reports within 30 days.

Objective

In order to achieve the 95% compliance rate, the Enforcement and Emergency Response Division (EERD) will evaluate the inspection process and identify the areas that are an impediment to DTSC's compliance with the requirements of section 25185(2)(A).

Scope	1. Project Scope (IS):	Identify areas within the Inspection Report process that can be streamlined to better improve compliance with the 65-day timeframe. This can include evaluation of the Inspection Report format, better time-management skills by inspectors, managing and monitoring the workload of inspectors, and obtaining tools to assist inspectors, i.e. tablets or checklists.
	2. Out of project scope (IS NOT):	This project will not evaluate the actual inspection conducted, but instead focus on the preparation of the Inspection report.
Process Stakeholders	The primary stakeholders impacted by this improvement will be the regulated community and the public. To a lesser degree DTSC management will also be affected as they will need to ensure that Inspection Reports are prepared and distributed within the 65-day timeframe.	

Metrics			
	description	estimated baseline	goal
Primary Metric	Time from the conclusion of inspection until submission to the operator		95% of Inspection Reports submitted within 30 days.
Secondary Metrics	Quality of the Inspection Reports generated by EERD staff, operating costs		
Project Benefits	This project will enhance DTSC's performance of its mission, streamline DTSC's inspection process, and ensure compliance with the statutorily required 65-day timeframe for submitting inspection reports.		

Project Team	
<u>Team Member</u>	<u>Role Within the Organization</u>
Christie Bautista	Senior Environmental Scientist (Supervisory)
Abdalín Asinas	Environmental Scientist
Bailey Franklin	Environmental Scientist
Danny DeMarco	Environmental Scientist
Ellen Pates	Environmental Scientist
Van-Anh Le	Environmental Scientist
Leah White	Attorney

Project Schedule	
Project Charter Tollgate	2/7/2017
Measure Phase Tollgate	3/24/2017
Analyze Phase Tollgate	4/28/2017
Improve Phase Tollgate	5/29/2017
Final Report-Out and Certification	7/15/2017

Signoffs				
Role	Name	Date	Signoff	
GB/BB Candidate	Shawn Cox	12/5/2017	<input checked="" type="checkbox"/>	
Champion	Adam Palmer	12/5/2017	<input checked="" type="checkbox"/>	
Process Owner	Adam Palmer	12/5/2017	<input checked="" type="checkbox"/>	
MBB Coach			<input type="checkbox"/>	
Executive Sponsor	Keith Kihara	12/5/2017	<input checked="" type="checkbox"/>	

